



医生职业特征调查问卷（患者版）

填写日期： 2019 年 月 日

填写时间： 上午○

下午○

问卷填写人： 患者本人○

患者家属○

医护人员○

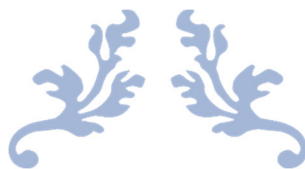
问卷编号： _____

所在科室： 内科系统○外科系统○

(由项目成员数据输入时填写)



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2019 年 9-11 月

山东第一医科大学第一附属医院（山东省千佛山医院）

参与研究同意书

我已经阅读并了解整个研究的相关内容。在回答问卷前，问卷调查员给予我提问的机会，我提出的所有问题均已得到解答。我知道该项调查是完全自愿与义务性的。可以在任何时候退出问卷调查。

当我开始填写问卷时，代表我

1. 同意参与该项调查
2. 同意我提供在问卷里的信息可以用于撰写论文、演讲或学术期刊文章。而且我知道我的个人信息不会因此被泄露。

希望我提供的信息能够对该研究或日后的相关研究有所帮助。

一、 选择题
(除第 8 题外, 请只选择一个答案)

1、 性别

- 男
- 女

2、 居住地

- 农村
- 乡镇
- 城市(县城及以上)

3、 年龄

- 17 岁及以下
- 18 岁—34 岁
- 35 岁—54 岁
- 55 岁—59 岁
- 60 岁及以上

4、 教育程度

- 小学及以下
- 初中
- 高中
- 本科/大专
- 研究生及以上

5、 您目前或退休前的工作性质是

- 医务人员
- 非医务人员
- 无业者

6、 选择医生的方式

- 网上查询
- 亲友推荐
- 随机挂号
- 曾经就诊或熟悉的医生

7、 您个人税前年收入(元)

- 1 万以下
- 1 万—5 万
- 5 万以上

8、 诊疗过程中, 影响您对诊疗服务满意度的主要因素(最多选择 3 项)

- 就诊硬件环境
- 医疗效果
- 医护人员态度
- 医护人员仪容
- 就医流程便利程度
- 诊疗时间的长短

9、在过去的诊疗经历中，您是否觉得医生要求做的辅助检查是不必要的。

- 是
- 否

10、您认为医生要求做不必要的辅助检查的原因是

- 医生经验不足
- 医院经营目标要求
- 医生自我保护意识（虽然他们经验足够）

11、如果您或亲朋好友有过重病经历时，医生是如何履行病情告知义务的？

- 医务人员必须如实告知病人病情
- 医务人员暂不告知病人，而是先与患者亲属商量
- 医务人员根据实际情况处理
- 没有这种经历

12、根据您或亲朋好友的经历，当发生医患纠纷时，首先介入调查的是哪一项？

- 政府卫生主管部门
- 医疗行业协会
- 所在医院
- 媒体报道
- 没有这种经历

二 量表选择题

题 13-26，请您根据‘5级量表’做出选择，如实反映过去就诊经历的实际情况

- 1 从来没有（代表出现频率约 0%）
- 2 极少（代表出现频率约 25%）
- 3 中立（代表出现频率约 50%）
- 4 经常（代表出现频率约 75%）
- 5 总是（代表出现频率约 100%）

| | 问题 | 1 | 2 | 3 | 4 | 5 |
|----|-----------------------------|---|---|---|---|---|
| 13 | 过去就诊过程中，医生决定检查检验时，征求过您的意见。 | 1 | 2 | 3 | 4 | 5 |
| 14 | 过去就诊过程中，医生决定治疗方案时，征求过您的意见。 | 1 | 2 | 3 | 4 | 5 |
| 15 | 过去就诊过程中，医生赢得了您信任。 | 1 | 2 | 3 | 4 | 5 |
| 16 | 过去就诊过程中，医生询问与疾病相关的隐私问题让您反感。 | 1 | 2 | 3 | 4 | 5 |

请在所要选择的答案的对应数字上打√

| | | | | | | |
|----|---------------------------------------|---|---|---|---|---|
| 17 | 过去就诊过程中，医生检查与疾病相关的隐私部位让您反感。 | | | | | |
| 18 | 过去就诊过程中，医生都会用足够的时间询问病情。 | 1 | 2 | 3 | 4 | 5 |
| 19 | 过去就诊过程中，医生要求做了不必要的检查检验。 | 1 | 2 | 3 | 4 | 5 |
| 20 | 过去就诊过程中，医生会耐心解释繁杂的诊疗过程。 | 1 | 2 | 3 | 4 | 5 |
| 21 | 过去就诊过程中，医生对每一位患者都同样关心、照顾。 | 1 | 2 | 3 | 4 | 5 |
| 22 | 过去就诊过程中，医生都会传授预防疾病、维护健康的知识 | 1 | 2 | 3 | 4 | 5 |
| 23 | 医生介绍病情时，经常使用难以明白的医学术语。 | 1 | 2 | 3 | 4 | 5 |
| 24 | 过去就诊过程中，当遇到不明白的医学术语时，医生都能用通俗易懂语言解释清楚。 | 1 | 2 | 3 | 4 | 5 |
| 25 | 过去的诊疗过程中，我对医生是尊重的。 | 1 | 2 | 3 | 4 | 5 |
| 26 | 根据您的亲朋好友的经历，医生会事先解释诊疗过程中病情恶化的可能性 | 1 | 2 | 3 | 4 | 5 |

题 27-35， 请您根据‘5级量表’做出选择，如实反映过去就诊经历的情况

- 1 完全不同意 (代表同意程度约 0%)
- 2 少部分同意 (代表同意程度约 25%)
- 3 中立 (代表同意程度约 50%)
- 4 大部分同意 (代表同意程度约 75%)
- 5 完全同意 (代表同意程度约 100%)

| | | | | | | |
|----|------------------------|---|---|---|---|---|
| 27 | 医生是高风险的职业。 | 1 | 2 | 3 | 4 | 5 |
| 28 | 医生是工作量繁重的职业。 | 1 | 2 | 3 | 4 | 5 |
| 29 | 医生是培养时间长、技术含量高的职业。 | 1 | 2 | 3 | 4 | 5 |
| 30 | 医生是高收入阶层。 | 1 | 2 | 3 | 4 | 5 |
| 31 | 患者有权在诊疗过程进行录音、录像。 | 1 | 2 | 3 | 4 | 5 |
| 32 | 患者给医生送礼是为了得到更好的诊疗。 | 1 | 2 | 3 | 4 | 5 |
| 33 | 过去的医疗经历让我对医生的看法变好。 | 1 | 2 | 3 | 4 | 5 |
| 34 | 现在患者医学知识的提高促使医生更加严谨细致。 | 1 | 2 | 3 | 4 | 5 |
| 35 | 当出现医患纠纷时，医院能客观地调查解决。 | 1 | 2 | 3 | 4 | 5 |

问卷到此结束，感谢您的参与！请把问卷放进问卷收集箱里

Patient's questionnaire

A. Multiple Choice Questions (Please choose only one answer for each question except Question 8)

1. Gender
 - Male
 - Female
2. Residence
 - Rural area
 - Regional area
 - Metropolitan
3. Age
 - 17 years old or below
 - 18-34 years old
 - 35-54 years old
 - 55-59 years old
 - 60 years old or above
4. Education
 - Primary school or below
 - Secondary school
 - Senior secondary school
5. Occupation: current or before retirement
 - Clinical position
 - Non-clinical position
 - Unemployed
6. The way to choose doctors
 - Online searching
 - Recommendation from family or friends
 - Random booking
 - Previous or familiar doctors
7. Your annual income before tax
 - Below 10,000 RMB
 - 10,000-50,000 RMB
 - Above 50,000 RMB
8. During the treatment process, what are the main factors that could affect your satisfaction with the medical service? (You can maximally choose three options)
 - Hospital environment
 - Medical treatment effect
 - Medical staff attitude
 - Medical staff appearance
 - Convenience of the treatment process
 - Duration of the diagnosis and treatment process
9. In your previous experience, did you think the assisted tests required by the doctors was unnecessary?
 - Yes
 - No
10. In your opinion, what is the reason that doctors require patients to do the unnecessary assisted tests?
 - Doctors do not have enough experience
 - Generating profit for the hospital

Doctors' self-protect act (even when with adequate experience)

11. If you or your family were ever in critical condition, how did the doctor inform patients of the condition?

- Medical staff inform patients of the actual condition
- Medical staff discussed the condition with patients' family first without informing the patients
- Medical staff will decide how to act on case to case basis
- I don't have this kind of experience

12. According to your or your family experience, when there was dispute between a doctor-patient, which of the following should take place first?

- Government health authority
- Medical industry association
- Hospital
- Media report
- I don't have this kind of experience

B. 5-point Likert Scale Questions

Based on your past diagnosis and treatment experience, use the 5-point Likert Scale to complete Question 13-26.

- 1 Never
- 2 Rarely
- 3 Sometimes
- 4 Often
- 5 Always

| | Question | 1 | 2 | 3 | 4 | 5 |
|----|---|---|---|---|---|---|
| 13 | In the previous diagnostic and treatment process, doctors sought my permission before deciding to perform medical check up and test | 1 | 2 | 3 | 4 | 5 |
| 14 | In the previous diagnostic and treatment process, doctors sought my permission before deciding the medical treatment plan. | 1 | 2 | 3 | 4 | 5 |
| 15 | In the previous diagnostic and treatment process, doctors earned my trust. | 1 | 2 | 3 | 4 | 5 |
| 16 | In the previous diagnostic and treatment process, I disliked that doctors asked me questions related to the illness that are private and confidential | 1 | 2 | 3 | 4 | 5 |
| 17 | In the previous diagnostic and treatment process, I disliked when the doctor examined my private body parts that are | | | | | |

请在所要选择的答案的对应数字上打√

| | | | | | | |
|----|---|---|---|---|---|---|
| | relevant to the illness. | | | | | |
| 18 | In the previous diagnostic and treatment process, doctors spent enough time asking me about the condition. | 1 | 2 | 3 | 4 | 5 |
| 19 | In the previous diagnostic and treatment process, doctors asked me to go through unnecessary examination and tests | 1 | 2 | 3 | 4 | 5 |
| 20 | In the previous diagnostic and treatment process, doctors patiently explained the complex diagnosis and treatment process to me. | 1 | 2 | 3 | 4 | 5 |
| 21 | In the previous diagnostic and treatment process, doctors showed the same level of care to each of their patients | 1 | 2 | 3 | 4 | 5 |
| 22 | In the previous diagnostic and treatment process, doctors taught me how to maintain health and prevent disease. | 1 | 2 | 3 | 4 | 5 |
| 23 | Doctors often use medical terms which are hard to understand to explain the condition to me | 1 | 2 | 3 | 4 | 5 |
| 24 | In the previous diagnostic and treatment process, doctors were able to use simple language to explain medical terminologies that I could not understand | 1 | 2 | 3 | 4 | 5 |
| 25 | In the previous diagnostic and treatment process, I showed doctors my respect | 1 | 2 | 3 | 4 | 5 |
| 26 | Based on my own experience or experience of my family members, doctors explained the possibility of adverse outcome/prognosis that we may encountered during the diagnosis and treatment process in advance | 1 | 2 | 3 | 4 | 5 |

Based on your past diagnosis and treatment experience, use the 5-point Likert Scale to complete Question 27-35.

- 1 Strongly disagree
- 2 Disagree
- 3 Either agree or disagree
- 4 Agree
- 5 Strongly agree

| | | | | | | |
|----|---|---|---|---|---|---|
| 27 | Doctor is a high-risk profession | 1 | 2 | 3 | 4 | 5 |
| 28 | Doctors have heavy workload that is very complex | 1 | 2 | 3 | 4 | 5 |
| 29 | Doctor is a profession with high level skill requirements which take a long process to develop | 1 | 2 | 3 | 4 | 5 |
| 30 | Doctors' income are high | 1 | 2 | 3 | 4 | 5 |
| 31 | Patients have the right to record the diagnostic and treatment process. | 1 | 2 | 3 | 4 | 5 |
| 32 | The reason for patients give gifts to doctors gifts is to receive better diagnosis and medical treatment. | 1 | 2 | 3 | 4 | 5 |

请在所要选择的答案的对应数字上打√

| | | | | | | |
|----|--|---|---|---|---|---|
| 33 | My previous experiences have positively changed my regards to doctors | 1 | 2 | 3 | 4 | 5 |
| 34 | The improved medical knowledge of patients has pressured doctors act more rigorous. | 1 | 2 | 3 | 4 | 5 |
| 35 | When a doctor-patient dispute occurs, the hospital can investigate and resolve the issues objectively. | 1 | 2 | 3 | 4 | 5 |

问卷到此结束，感谢您的参与！请把问卷放进问卷收集箱里

This is the end of the questionnaire. Thank you for your participation. Please put the questionnaire into collection box.